

Department of Consumer Affairs

News Release

September 20, 1996

BUYER BEWARE LIST

The Tennessee Division of Consumer Affairs today released its first ever buyer beware list entitled "Caveat Emptor". The list contains 144 businesses that did not respond satisfactorily to the division concerning written complaints submitted by consumers. The complaints were received during the period of March through June 1996 and at least two attempts were made to contact the business, the second attempt being a certified letter. The addresses used were supplied by the consumer.

The division is publishing the list to help consumers to be more aware of businesses who have an unsatisfactory record in handling complaints, and to encourage businesses to respond in a timely manner to the division when presented with consumer complaints.

Any consumer wishing a copy of the list can contact the division in writing, by phone, or e-mail:

500 James Robertson Parkway, Nashville, TN 37243-0600

800-342-8385

615-741-4737

Consumer.Affairs@state.tn.us.

<http://www.state.tn.us/consumer>